

## **COMPLAINTS AND FEEDBACK GUIDELINES FOR PATIENTS**

At Intus, we are committed to providing safe, respectful, and high-quality care to all patients.

We welcome feedback, compliments, concerns, and complaints because they help us improve our services and the care we provide. Your feedback is important to us, and we encourage you to speak with us at any time before, during, or after your visit.

We are committed to listening, responding fairly, and resolving concerns as quickly as possible.

### **HOW TO PROVIDE FEEDBACK OR MAKE A COMPLAINT**

You can raise a concern or make a complaint in any of the following ways:

- Speak directly with the Intus team member involved in your care
- Contact the General Manager or Practice Manager
- Submit feedback through the Intus website Patient Feedback platform
- Contact an independent health advocate
- Contact the Health and Disability Commissioner

If you would like support making a complaint, assistance is available through the Health and Disability Advocacy Service.

### **MAKING A COMPLAINT**

You can make a complaint either verbally or in writing. Further information relating to the complaints process can be found on the Intus website under Patient Feedback.

If your complaint is made verbally, a staff member may prepare a written summary of your concerns. You will be given the opportunity to review this summary to ensure it accurately reflects your complaint.

Once a complaint is received, we will provide you with:

- information about our complaints process, and
- details about the Health and Disability Advocacy Service.

### **WHAT HAPPENS AFTER YOU MAKE A COMPLAINT?**

We aim to manage all complaints fairly, respectfully, and promptly.

#### **Acknowledgement**

We will acknowledge your complaint in writing within 5 working days, unless the matter has already been resolved to your satisfaction within that time.

#### **Review and Investigation**

Within 10 working days of acknowledging your complaint, we will advise you whether:

- we accept that the complaint is justified,
- we do not believe the complaint is justified, or
- more time is needed to investigate the matter.

If additional time is required, we will let you know and keep you informed of progress. Investigations will usually be completed within 20 working days.

### **Outcome of Your Complaint**

Once we have reviewed your complaint, we will inform you of:

- the outcome of our review,
- the reasons for our decision,
- any actions we plan to take, and
- your right to contact the Health and Disability Commissioner if you are not satisfied with the outcome.

### **YOUR RIGHTS**

You have the right to:

- be treated with respect,
- have your concerns listened to fairly,
- receive updates about your complaint,
- access support from an independent advocate, and
- contact the Health and Disability Commissioner at any stage.

### **INDEPENDENT SUPPORT AND ADVOCACY**

You may seek free and independent support from the:

- Health and Disability Advocacy Service  
Website: [www.advocacy.org.nz](http://www.advocacy.org.nz)
- Health and Disability Commissioner  
Website: [www.hdc.org.nz](http://www.hdc.org.nz)

### **CONTACT US**

Website: [www.intus.co.nz](http://www.intus.co.nz)

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